

November 8, 2012

CalWORKs Program Guide Letter No. 276

Subject **Restoration of Aid**

Effective Date July 1, 2012

Reference AB 959 (Chapter 506, Statutes of 2011);
Welfare and Institutions Code (WIC) Section 11265.4(a);
All County Information Notice (ACIN) No. I-50-12;
All County Letters (ACL) No. 03-18, 10-32, and 12-35;
Manual of Policies and Procedures (MPP) Sections 40-105.3, 40-125.91, 40-125.92, 40-125.941 (QR), 40-125.942 (QR), 40-125.96 (QR), 40-181.22, 40-181.221, 40-181.23, 40-181.24 (QR), 41-440.22, 44-111.23, 44-315.7, 44-316.31, 63-508.4, 63-508.5, and 63-508.532;
United States Department of Agriculture, Food and Nutrition Service (FNS) Waiver #2090046.

Purpose The purpose of this letter is to provide information for processing CalWORKs (CW) restoration of aid when a complete QR 7 is provided in the month after a QR 7-related discontinuance.

Background Current state law requires counties to re-evaluate CW recipient eligibility and benefit amounts every three months using the QR 7 form. A complete QR 7 is due by the 5th day of the QR Submit Month and is still considered timely if received by the 11th day of that month. A Notice of Action (NOA) is issued if a complete QR 7 is not provided timely and benefits are discontinued at the end of the month. If a complete QR 7 is not received by the first working day of the following month (extended filing date), the client must reapply for aid unless Good Cause is established. .

Policy Change Effective July 1, 2012, a new law created by Assembly Bill (AB) 959 requires CW benefits to be restored to the Assistance Unit (AU) when a complete QR 7 is provided in the month after the QR 7-related discontinuance. The client is not required to complete a new

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application or intake interview; however, all other eligibility criteria must be met prior to the restoration of aid.

Summary of Updates

The following CW Program Guide changes have been loaded to the CPG online:

CPG Section	Title	Program Updates
40-125 A.	Restoration of Aid	New section added.
40-125 B.	Restoration of Aid after a QR 7-related Discontinuance	New section added.
44-250 B.	QR 7 Completion Requirements	If/Then table updated to include instructions and reference to restoration of aid.
44-250 C.	Application, Rescission, Redetermination, Good Cause, and Restoration	Table of contents added. Brief description of restoration of aid added.

Updated information will be highlighted in [blue](#).

Welfare-to-Work (WTW) Impact

FRC staff is required to follow the current process for assigning the WTW case when a CW case is reopened:

- If CW is rescinded within 30 days, the current ECM will remain assigned to the WTW case.
- If rescinding action is taken after 30 days, the FRC HSS will assign the WTW case to the appropriate Scheduling Bank.

Additional instructions will be provided to Employment Services contractors under separate cover.

**Child Care
Program
Impact**

Child Care staff is required to follow the current process for closed CW cases when evaluating for Post Aid Services.

As an additional tool to assist with case maintenance, Child Care Contractors will also receive the FRC Management Report which will identify CW cases that are potentially eligible to restoration of aid. This report will include the Child Care worker number.

Child Care staff will review CalWIN Case Inquiry and Case Comments for CW case status, and will communicate with the FRC WTW Liaison as appropriate.

**CalFresh
Program
Impact**

Public Assistance CalFresh (PACF) households, who do not submit their complete QR 7 by the extended filing date, will have their CW benefits discontinued, but they will receive Transitional CalFresh (TCF).

When a CW case is restored, PACF benefits will be reinstated the month after TCF is discontinued with timely notice (DFA 1239). FRC staff is required to also issue a timely notice to notify the client of the new PACF benefit amount.

Reminder:

The PACF benefit month(s) is required to be reevaluated to include the PA grant. See [CalFresh Program Guide 63-323](#) for additional information.

The CalFresh Program Guide will be updated with these changes shortly.

**Medi-Cal
Program
Impact**

FRC staff is reminded to reevaluate the Medi-Cal program for any reevaluated CalWORKs months. This action is necessary for the MEDS system to receive all updated case information.

**Automation
Impact**

CalWIN functionality is not scheduled to be updated for this change until August 2013.

Staff shall follow workaround instructions in [BENDS 5876](#) until CalWIN functionality is updated.

**ACCESS
Impact**

The ACCESS Customer Service Agent will provide the information on how CW restoration of aid can be applied in a discontinued CW case.

The ACCESS Agent:

- Will review the CW discontinuance and provide information to the caller on what verifications are needed for restoration of aid and give instructions on what documents/verifications are missing;
- May refer the caller to the appropriate FRC to provide the missing information/verification;
- Will notify the caller of their right to re-apply if they choose; and
- Will enter appropriate Case Comments.

**Forms and
Imaging
Impacts**

Restoration of Aid Approvals

FRC staff will issue **NOA M40-125A** when approving CW restoration of aid. This NOA will be available in English and Spanish in the CalWIN Intranet and is required to be imaged using the [16-140 Notice of Action](#) template.

Restoration of Aid Denials

When CW restoration of aid is denied, the appropriate system-generated denial NOA in CalWIN will be issued.

Transitional CalFresh Discontinuances

Until the DFA 1239 is updated in CalWIN, FRC staff is required to enter the following freeform text: "Your CalWORKs and/or CalFresh benefits have been restored" when discontinuing Transitional CalFresh benefits.

**Operational
Impact**

Staff shall follow instructions provided with this letter when processing QR 7s received in the month following a QR 7-related discontinuance.

When reviewing affected months for any potential overpayments, FRC staff is required to use every available opportunity to inform clients of the CW option to waive their 10-day notice provision in order to avoid incurring a CW overpayment. By signing the waiver form, the client is allowing their benefits to be decreased or discontinued without timely notice.

Management Reports will be issued to FRCs to identify affected CalWORKs cases that are potentially eligible to restoration of aid. Additional instructions will be provided at that time.

**Quality
Control (QC)
Impact**

Effective the November 2012 sample month, Quality Control will cite the appropriate error when the regulations in the material have not been followed.

**Director
Approval**



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CalWORKs Program

LH/mg